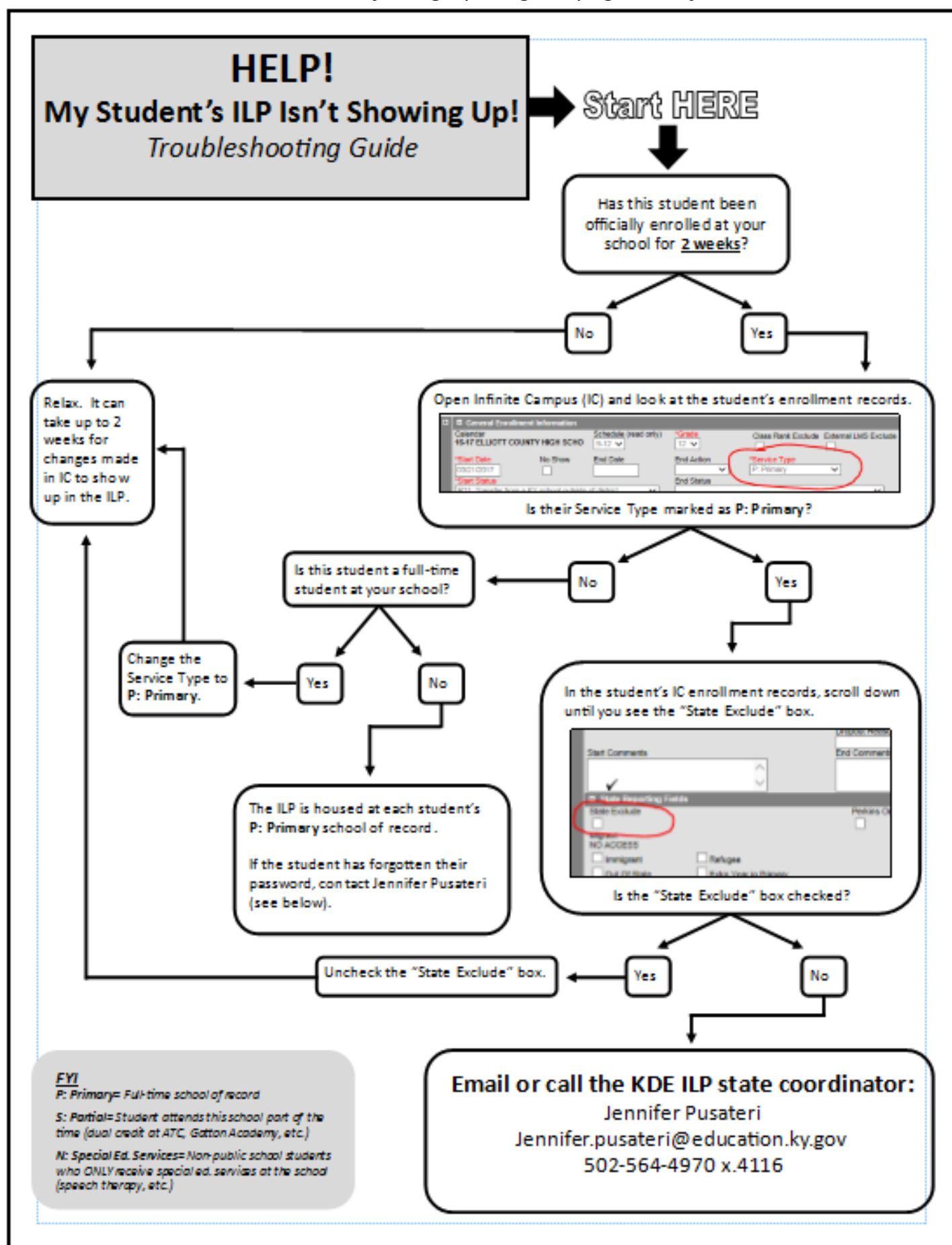


For a TEXT ONLY version of this graphic, go to page two of this document.



## HELP! My Student's ILP Isn't Showing Up!- A Troubleshooting Guide

### TEXT ONLY VERSION

1. Has this student been officially enrolled at your school for two weeks?
  - a. If yes, proceed to question two.
  - b. If no- Relax. It can take up to two weeks for changes made in Infinite Campus (IC) to show up in the ILP.
2. Open Infinite Campus (IC) and find the student's enrollment records. Locate their service type. Is it marked as P: Primary?
  - a. If yes, proceed to question three.
  - b. If no: Is this student a full-time student at your school?
    - i. If yes: Change the service type to P: Primary, then go to question 1b.
    - ii. If no: The ILP is housed at each student's P: Primary school of record. If the student has forgotten their password, contact Jennifer Pusateri at [jennifer.pusateri@education.ky.gov](mailto:jennifer.pusateri@education.ky.gov)
3. In the student's IC enrollment records, scroll down until you find the "State Exclude" box. Is the "State Exclude" box checked?
  - a. If yes, uncheck the "State Exclude" box, then proceed to question 1b.
  - b. If no, Email or call the KDE ILP State coordinator at [jennifer.pusateri@education.ky.gov](mailto:jennifer.pusateri@education.ky.gov) or 502-564-4970 x.4116

#### **FYI:**

**P: Primary**= Full-time school of record

**S: Partial**= Student attends this school part of the time (dual credit, ATC, Gatton Academy, etc.)

**N: Special Ed. Services**= Non-public school students who ONLY receive special ed. services at the school